

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology Services

Statewide Telecommunications
and Network Division

Category:

**Telecommunications
Contracts and
Services**

Chapter Title:

**Mandatory Services
List**

Chapter Number:

0421.1

Issued: May 24, 2005

Revision A

Revised: July 11, 2005

PURPOSE

To provide specific directions to [non-exempt state agencies](#) regarding [mandatory telecommunications services](#), which are required to be purchased from the [CALNET Master Services Agreement \(MSA\)](#).

POLICY

All California non-exempt state agencies are required to use the CALNET MSA to obtain mandatory telecommunications services.

[Exempt state agencies](#) are encouraged, but are not required, to use the CALNET MSA to obtain telecommunications services.

[Non-state agencies](#) with an [Authorization To Order \(ATO\)](#) Agreement have no mandatory or non-mandatory procurement restrictions imposed by the state; except that those services listed on their specific ATO Agreement are mandatory to purchase from the CALNET MSA.

RESPONSIBILITIES

The agency designated [Chief Agency Telecommunications Representative \(CATR\)](#) and/or the [Agency Telecommunications Representative \(ATR\)](#) will determine the needed telecommunications services. The CATR/ATR will then refer to the mandatory services list (See Appendix A). Non-exempt agencies requiring any services listed on the mandatory services list, must order them from the CALNET MSA.

PROCEDURES

To obtain mandatory services from the CALNET contract, the agency simply submits a State [Standard Form 20](#), to the supplying vendor, requesting the desired services.

To obtain mandatory telecommunications services from a source other than the CALNET MSA, a non-exempt state agency must submit a written [exemption request](#) (See STMM Chapter [442.0](#)) to the Department of Technology Services-Statewide Telecommunications and Network Division (DTS-STND), Attention: Contracts Management Section.

AUTHORITY AND REFERENCES

Government Code Sections [11534-11543](#)

www.calnetinfo.com (includes a copy of the CALNET contract, contract rates/pricing and service descriptions in Riders B and C, Service Level Agreements and copies of contract amendments)

APPENDIX - CALNET MSA – MANDATORY SERVICES

The services shown within the listed categories 1-4 are not all inclusive of every service that could fall within each of the four categories below. Services that fall within the four categories are mandatory unless specifically excluded by contract or amendment language. Evolving and new technologies and services will be added to the list as determined by the DTS-STND in coordination with others as appropriate.

1. VOICE NETWORK SERVICES

Local Usage	International Toll Free
Long Distance	900 Service
Long Distance Access	Operator Services
Advanced Intelligent Network (AIN)	Calling Card
Toll Free	Prepaid Calling Card
Enhanced Toll Free	Centrex Audio Conferencing
800 Enhanced Call Routing (ECR)	Audio Conferencing

2. LINE SIDE SERVICES

Business Access Line (1MB)	Custom Local Signaling Services (CLASS)
Centrex	Interactive Voice Response (IVR) and Call Router
Integrated Services Digital Network (ISDN)	
Account Codes	Automated Attendant/Call Routing
Private Branch Exchange (PBX) Trunks	Automated Call Director (ACD)
Super Trunk Service	ACD/Management Information System (MIS)
Voice Mail	Computer Interface (CompuCall) Service
Announcement/Music in queue	Intelligent Call Routing

3. DATA SERVICES

Dedicated Transport	Frame Relay Service and Asynchronous Transfer Mode (ATM) Data Services
Extended Dedicated Services	InterLATA Frame Relay and ATM
SONET (Synchronous Optical Network)	Extended Frame Relay
Ring and Access Services	Managed Frame Relay
ISDN	Managed Extended Frame Relay
Switched 56	Extended ATM
Switched T1/T3	
Gigabit Metropolitan Area Network (GigaMAN)	

4. ADDITIONAL SERVICES

Billing/Invoicing Services
